

# 1999-01 Performance Progress Report

## For Quarter Ending March 2001

Agency 150

### Department of General Administration

#### Mission

We help our customers succeed.

**Goal** Become the service provider of choice for customers, offering top of the line services in a competitive structure.

**Performance Measure** By survey, average percentage difference in price for Central Stores products compared to the price charged for those products at commercial retail outlets.\*

\* *\*Survey will be completed at the end of each fiscal year \* Negative number indicates the Central Stores price is lower than commercial*

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	-15%				-15%			
Actual	-28%				-29%			
Date Measured								

**Performance Measure** By survey, the percentage of departmental programs where customers report they are moderately to very satisfied with the services they use.

\* *This survey is run every 18 months. The last survey was run Sept 1998 and is scheduled again for Fall of 2000*

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				100%				
Actual				100%				
Date Measured				3/14/01				

**Quarter 4 Comment:** This is an 18 month survey. Actual results won't be available again until the end of FY 02

**Goal** Provide our customers with a choice of quality services at competitive prices.

**Performance Measure** By survey, average percentage difference in rate between Division of Real Estate Services leased space as compared to the open market

\* *Negative number denotes Division of Real Estate Services rate is lower than market.*

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	-10%				-10%			
Actual	-22.47%				-26%			
Date Measured								